

## CLAIMS

What is claimed is:

- 1 1. A method for communicating an alarm in a computer network, comprising:  
2 detecting an event associated with a device or any component thereof on the  
3 computer network, wherein the device is associated with a particular site in a  
4 plurality of sites;  
5 in response to detecting the event, propagating an alarm to an alarm identification  
6 component;  
7 at the alarm identification component, augmenting the alarm with identification  
8 information to result in creating an augmented alarm; and  
9 transmitting the augmented alarm to a network operations center for the computer  
10 network, wherein the network operations center processes alarms for each site  
11 in the plurality of sites.
- 1 2. The method of Claim 1, wherein the identification information identifies the  
2 particular site in the plurality of sites in which the alarm originated.
- 1 3. The method of Claim 1, wherein the identification information uniquely identifies the  
2 device on the computer network.
- 1 4. The method of Claim 1, wherein the identification information comprises an address  
2 for the device on the computer network.
- 1 5. The method of Claim 1, wherein the identification information comprises  
2 geographical information associated with the particular site in which the alarm  
3 originated.

- 1 6. The method of Claim 1, wherein the identification information comprises network  
2 information associated with the particular site in which the alarm originated.
- 1 7. The method of Claim 1, wherein the alarm identification component is hosted by one  
2 or more edge routers associated with the particular site.
- 1 8. The method of Claim 1, wherein each site in the plurality of sites is a local area  
2 network, and wherein the alarm identification component is a router that  
3 communicates with one or more edge routers, wherein each of the one or more edge  
4 routers is associated with a different site in the plurality of sites.
- 1 9. The method of Claim 1, wherein the alarm identification component is in the device  
2 that detected the event.
- 1 10. The method of Claim 1, wherein the step of augmenting the alarm with identification  
2 information comprises:  
3 conveying the identification information in a VarBind portion of a SNMP message  
4 associated with the alarm.
- 1 11. The method of Claim 1, wherein the step of detecting the event comprises:  
2 detecting a condition using a SNMP agent that is in the device.
- 1 12. The method of Claim 1, wherein the step of propagating the alarm is performed by  
2 transmission of a SNMP message, a Syslog event, or a CNS bus event.
- 1 13. The method of Claim 1, further comprising the step of:  
2 in response to detecting the event associated with the device, generating the alarm at  
3 one member selected from the group consisting of: a switch, a router, an IP

4 phone, a call manager component, a voice mail component, and an event  
5 monitoring component.

1 14. The method of Claim 1, further comprising the step of:  
2 creating the identification information based on an address of the device on the  
3 computer network.

1 15. The method of Claim 1, further comprising the step of:  
2 creating the identification information based on an address of an edge router  
3 associated with the particular site.

1 16. The method of Claim 1, further comprising the step of:  
2 creating the identification information based on a table that maps device addresses to  
3 identification information.

1 17. The method of Claim 1, further comprising the steps of:  
2 performing a first determination of whether the identification information may be  
3 created based on a table that maps device addresses to identification  
4 information;  
5 if the first determination is negative, then performing a second determination of  
6 whether the identification information may be created based on an address of  
7 an edge router associated with the particular site; and  
8 if the second determination is negative, then creating the identification information  
9 using a set of default identification information associated with the alarm  
10 identification component.

- 1 18. The method of Claim 1, wherein the alarm identification component augments the  
2 same identification information for each device in the particular site.
- 1 19. The method of Claim 1, wherein one or more of the plurality of sites uses network  
2 address translation.
- 1 20. The method of Claim 1, wherein the device is a first device, wherein the first device  
2 and a second device on the computer network both use network address translations,  
3 wherein the second device is associated with a different site in a plurality of sites than  
4 the first device, wherein the first device and the second device are associated with the  
5 same IP address, and wherein the identification information uniquely identifies the  
6 alarm associated with the first device.
- 1 21. The method of Claim 1, wherein the augmented alarm is in a plurality of augmented  
2 alarms received at the network operations center, and further comprising:  
3 creating a view comprising a subset of the plurality of augmented alarms received at  
4 the network operations center by filtering the plurality of augmented alarms  
5 using a set of criteria.
- 1 22. A computer-readable medium carrying one or more sequences of instructions for  
2 communicating an alarm in a computer network, wherein execution of the one or  
3 more sequences of instructions by one or more processors causes the one or more  
4 processors to perform the steps of:  
5 detecting an event associated with a device or any component thereof on the  
6 computer network, wherein the device is associated with a particular site in a  
7 plurality of sites;

8 in response to detecting the event, propagating an alarm to an alarm identification  
9 component;  
10 at the alarm identification component, augmenting the alarm with identification  
11 information to result in creating an augmented alarm; and  
12 transmitting the augmented alarm to a network operations center for the computer  
13 network, wherein the network operations center processes alarms for each site  
14 in the plurality of sites.

1 23. The computer-readable medium of Claim 22, wherein the identification information  
2 identifies the particular site in the plurality of sites in which the alarm originated.

1 24. The computer-readable medium of Claim 22, wherein the identification information  
2 uniquely identifies the device on the computer network.

1 25. The computer-readable medium of Claim 22, wherein the identification information  
2 comprises an address for the device on the computer network.

1 26. The computer-readable medium of Claim 22, wherein the identification information  
2 comprises geographical information associated with the particular site in which the  
3 alarm originated.

1 27. The computer-readable medium of Claim 22, wherein the identification information  
2 comprises network information associated with the particular site in which the alarm  
3 originated.

1 28. The computer-readable medium of Claim 22, wherein the alarm identification  
2 component is hosted by one or more edge routers associated with the particular site.

- 1 29. The computer-readable medium of Claim 22, wherein each site in the plurality of  
2 sites is a local area network, and wherein the alarm identification component is a  
3 router that communicates with one or more edge routers, wherein each of the one or  
4 more edge routers is associated with a different site in the plurality of sites.
- 1 30. The computer-readable medium of Claim 22, wherein the alarm identification  
2 component is in the device that detected the event.
- 1 31. The computer-readable medium of Claim 22, wherein the step of augmenting the  
2 alarm with identification information comprises:  
3 conveying the identification information in a VarBind portion of a SNMP message  
4 associated with the alarm.
- 1 32. The computer-readable medium of Claim 22, wherein the step of detecting the event  
2 comprises:  
3 detecting a condition using a SNMP agent that is in the device.
- 1 33. The computer-readable medium of Claim 22, wherein the step of propagating the  
2 alarm is performed by transmission of a SNMP message, a Syslog event, or a CNS  
3 bus event.
- 1 34. The computer-readable medium of Claim 22, wherein execution of the one or more  
2 sequences of instructions on each computer-readable medium by the one or more  
3 processors causes the one or more processors to further perform the step of:  
4 in response to detecting the event associated with the device, generating the alarm at  
5 one member selected from the group consisting of: a switch, a router, an IP

6 phone, a call manager component, a voice mail component, and an event  
7 monitoring component.

1 35. The computer-readable medium of Claim 22, wherein execution of the one or more  
2 sequences of instructions on each computer-readable medium by the one or more  
3 processors causes the one or more processors to further perform the step of:  
4 creating the identification information based on an address of the device on the  
5 computer network.

1 36. The computer-readable medium of Claim 22, wherein execution of the one or more  
2 sequences of instructions on each computer-readable medium by the one or more  
3 processors causes the one or more processors to further perform the step of:  
4 creating the identification information based on an address of an edge router  
5 associated with the particular site.

1 37. The computer-readable medium of Claim 22, wherein execution of the one or more  
2 sequences of instructions on each computer-readable medium by the one or more  
3 processors causes the one or more processors to further perform the step of:  
4 creating the identification information based on a table that maps device addresses to  
5 identification information.

1 38. The computer-readable medium of Claim 22, wherein execution of the one or more  
2 sequences of instructions on each computer-readable medium by the one or more  
3 processors causes the one or more processors to further perform the steps of:  
4 performing a first determination of whether the identification information may be  
5 created based on a table that maps device addresses to identification  
6 information;

7 if the first determination is negative, then performing a second determination of  
8 whether the identification information may be created based on an address of  
9 an edge router associated with the particular site; and  
10 if the second determination is negative, then creating the identification information  
11 using a set of default identification information associated with the alarm  
12 identification component.

1 39. The computer-readable medium of Claim 22, wherein the alarm identification  
2 component augments the same identification information for each device in the  
3 particular site.

1 40. The computer-readable medium of Claim 22, wherein one or more of the plurality of  
2 sites uses network address translation.

1 41. The computer-readable medium of Claim 22, wherein the device is a first device,  
2 wherein the first device and a second device on the computer network both use  
3 network address translations, wherein the second device is associated with a different  
4 site in a plurality of sites than the first device, wherein the first device and the second  
5 device are associated with the same IP address, and wherein the identification  
6 information uniquely identifies the alarm associated with the first device.

1 42. The computer-readable medium of Claim 22, wherein the augmented alarm is in a  
2 plurality of augmented alarms received at the network operations center, and wherein  
3 execution of the one or more sequences of instructions on each computer-readable  
4 medium by the one or more processors causes the one or more processors to further  
5 perform the step of:



6 creating a view comprising a subset of the plurality of augmented alarms received at  
7 the network operations center by filtering the plurality of augmented alarms  
8 using a set of criteria.

1 43. A system for communicating an alarm in a computer network, comprising:  
2 means for detecting an event associated with a device or any component thereof on  
3 the computer network, wherein the device is associated with a particular site  
4 in a plurality of sites;  
5 means for propagating an alarm to an alarm identification means in response to  
6 detecting the event;  
7 means for augmenting the alarm with identification information to result in creating  
8 an augmented alarm; and  
9 means for transmitting the augmented alarm to a network operations center for the  
10 computer network, wherein the network operations center processes alarms  
11 for each site in the plurality of sites.

1 44. The system of Claim 43, wherein the identification information identifies the  
2 particular site in the plurality of sites in which the alarm originated.

1 45. The system of Claim 43, wherein the identification information uniquely identifies  
2 the device on the computer network.

1 46. The system of Claim 43, wherein the identification information comprises an address  
2 for the device on the computer network.

- 1 47. The system of Claim 43, wherein the identification information comprises  
2 geographical information associated with the particular site in which the alarm  
3 originated.
- 1 48. The system of Claim 43, wherein the identification information comprises network  
2 information associated with the particular site in which the alarm originated.
- 1 49. The system of Claim 43, wherein the means for augmenting the alarm is hosted by  
2 one or more edge routers associated with the particular site.
- 1 50. The system of Claim 43, wherein each site in the plurality of sites is a local area  
2 network, and wherein the means for augmenting the alarm is a router that  
3 communicates with one or more edge routers, wherein each of the one or more edge  
4 routers is associated with a different site in the plurality of sites.
- 1 51. The system of Claim 43, wherein the means for augmenting the alarm is in the device  
2 that detected the event.
- 1 52. The system of Claim 43, wherein the means for augmenting the alarm with  
2 identification information comprises:  
3 means for conveying the identification information in a VarBind portion of a SNMP  
4 message associated with the alarm.
- 1 53. The system of Claim 43, wherein the means for detecting the event comprises:  
2 means for detecting a condition using a SNMP agent that is in the device.
- 1 54. The system of Claim 43, wherein the means for propagating the alarm is performed  
2 by a means for transmitting a SNMP message, a Syslog event, or a CNS bus event.

1     55.     The system of Claim 43, further comprising:  
2             means for generating the alarm, in response to detecting the event associated with the  
3             device, at one member selected from the group consisting of: a switch, a  
4             router, an IP phone, a call manager component, a voice mail component, and  
5             an event monitoring component .

1     56.     The system of Claim 43, further comprising:  
2             means for creating the identification information based on an address of the device on  
3             the computer network.

1     57.     The system of Claim 43, further comprising:  
2             means for creating the identification information based on an address of an edge  
3             router associated with the particular site.

1     58.     The system of Claim 43, further comprising:  
2             means for creating the identification information based on a table that maps device  
3             addresses to identification information.

1     59.     The system of Claim 43, further comprising:  
2             means for performing a first determination of whether the identification information  
3             may be created based on a table that maps device addresses to identification  
4             information;  
5             means for performing a second determination of whether the identification  
6             information may be created based on an address of an edge router associated  
7             with the particular site if the first determination is negative; and

8 means for creating the identification information using a set of default identification  
9 information associated with the alarm identification component if the second  
10 determination is negative.

1 60. The system of Claim 43, wherein the means for augmenting the alarm augments the  
2 same identification information for each device in the particular site.

1 61. The system of Claim 43, wherein one or more of the plurality of sites uses network  
2 address translation.

1 62. The system of Claim 43, wherein the device is a first device, wherein the first device  
2 and a second device on the computer network both use network address translations,  
3 wherein the second device is associated with a different site in a plurality of sites than  
4 the first device, wherein the first device and the second device are associated with the  
5 same IP address, and wherein the identification information uniquely identifies the  
6 alarm associated with the first device.

1 63. The system of Claim 43, wherein the augmented alarm is in a plurality of augmented  
2 alarms received at the network operations center, and further comprising:  
3 means for creating a view comprising a subset of the plurality of augmented alarms  
4 received at the network operations center by filtering the plurality of  
5 augmented alarms using a set of criteria.

1 64. A system for communicating an alarm in a computer network, comprising:  
2 one or more processors; and  
3 one or more computer-readable mediums that each carry one or more sequences of  
4 instructions for communicating an alarm in a computer network, wherein

5 execution of the one or more sequences of instructions on each computer-  
6 readable medium by the one or more processors causes the one or more  
7 processors to perform the steps of:  
8 detecting an event associated with a device or any component thereof on the  
9 computer network, wherein the device is associated with a particular  
10 site in a plurality of sites;  
11 in response to detecting the event, propagating an alarm to an alarm  
12 identification component;  
13 at the alarm identification component, augmenting the alarm with  
14 identification information to result in creating an augmented alarm;  
15 and  
16 transmitting the augmented alarm to a network operations center for the  
17 computer network, wherein the network operations center processes  
18 alarms for each site in the plurality of sites.

1 65. The system of Claim 64, wherein the identification information identifies the  
2 particular site in the plurality of sites in which the alarm originated.

1 66. The system of Claim 64, wherein the identification information uniquely identifies  
2 the device on the computer network.

1 67. The system of Claim 64, wherein the identification information comprises an address  
2 for the device on the computer network.

1 68. The system of Claim 64, wherein the identification information comprises  
2 geographical information associated with the particular site in which the alarm  
3 originated.

- 1 69. The system of Claim 64, wherein the identification information comprises network  
2 information associated with the particular site in which the alarm originated.
- 1 70. The system of Claim 64, wherein the alarm identification component is hosted by one  
2 or more edge routers associated with the particular site.
- 1 71. The system of Claim 64, wherein each site in the plurality of sites is a local area  
2 network, and wherein the alarm identification component is a router that  
3 communicates with one or more edge routers, wherein each of the one or more edge  
4 routers is associated with a different site in the plurality of sites.
- 1 72. The system of Claim 64, wherein the alarm identification component is in the device  
2 that detected the event.
- 1 73. The system of Claim 64, wherein the step of augmenting the alarm with identification  
2 information comprises:  
3 conveying the identification information in a VarBind portion of a SNMP message  
4 associated with the alarm.
- 1 74. The system of Claim 64, wherein the step of detecting the event comprises:  
2 detecting a condition using a SNMP agent that is in the device.
- 1 75. The system of Claim 64, wherein the step of propagating the alarm is performed by  
2 transmission of a SNMP message, a Syslog event, or a CNS bus event.
- 1 76. The system of Claim 64, wherein execution of the one or more sequences of  
2 instructions on each computer-readable medium by the one or more processors causes  
3 the one or more processors to further perform the step of:

4 in response to detecting the event associated with the device, generating the alarm at  
5 one member selected from the group consisting of: a switch, a router, an IP  
6 phone, a call manager component, a voice mail component, and an event  
7 monitoring component.

1 77. The system of Claim 64, wherein execution of the one or more sequences of  
2 instructions on each computer-readable medium by the one or more processors causes  
3 the one or more processors to further perform the step of:  
4 creating the identification information based on an address of the device on the  
5 computer network.

1 78. The system of Claim 64, wherein execution of the one or more sequences of  
2 instructions on each computer-readable medium by the one or more processors causes  
3 the one or more processors to further perform the step of:  
4 creating the identification information based on an address of an edge router  
5 associated with the particular site.

1 79. The system of Claim 64, wherein execution of the one or more sequences of  
2 instructions on each computer-readable medium by the one or more processors causes  
3 the one or more processors to further perform the step of:  
4 creating the identification information based on a table that maps device addresses to  
5 identification information.

1 80. The system of Claim 64, wherein execution of the one or more sequences of  
2 instructions on each computer-readable medium by the one or more processors causes  
3 the one or more processors to further perform the steps of:

4 performing a first determination of whether the identification information may be  
5 created based on a table that maps device addresses to identification  
6 information;  
7 if the first determination is negative, then performing a second determination of  
8 whether the identification information may be created based on an address of  
9 an edge router associated with the particular site; and  
10 if the second determination is negative, then creating the identification information  
11 using a set of default identification information associated with the alarm  
12 identification component.

1 81. The system of Claim 64, wherein the alarm identification component augments the  
2 same identification information for each device in the particular site.

1 82. The system of Claim 64, wherein one or more of the plurality of sites uses network  
2 address translation.

1 83. The system of Claim 64, wherein the device is a first device, wherein the first device  
2 and a second device on the computer network both use network address translations,  
3 wherein the second device is associated with a different site in a plurality of sites than  
4 the first device, wherein the first device and the second device are associated with the  
5 same IP address, and wherein the identification information uniquely identifies the  
6 alarm associated with the first device.

1 84. The system of Claim 64, wherein the augmented alarm is in a plurality of augmented  
2 alarms received at the network operations center, and wherein execution of the one or  
3 more sequences of instructions on each computer-readable medium by the one or  
4 more processors causes the one or more processors to further perform the step of:



5 creating a view comprising a subset of the plurality of augmented alarms received at  
6 the network operations center by filtering the plurality of augmented alarms  
7 using a set of criteria.